"Customer Service Excellence" to Be Presented in St. Louis and Philadelphia (LAMA News), **12:** 177–78

D

DAUGHERTY, ROBERT A.

Robert A. Daugherty To Receive LAMA Certificate of Achievement (LAMA News), **12:** 178

DEPRECIATION

Small Change: Assets and Depreciation: Or, Only an Accountant Would Claim Books Lose Value, **12:** 226–29

DeWeese, June

PAS Staff Development Committee (LAMA News), **12:** 117

Di Vecchio, Jerry

Transforming an Oral Presentation for Publication, **12:** 138–41

Diamond, Tim

BES Moving Libraries Discussion Group (LAMA News), **12:** 240

DISABLED PEOPLE

Manager's Bookshelf: Americans with Disabilities Act, **12:** 169–74

DIVERSITY

Electronic Discussion List Highlights Diversity Issues (LAMA News), **12:** 178

More from San Francisco: Performance Review Part I: Bridging the Diversity Gap (LAMA News), **12:** 44

Dixon, Clay-Edward. *See* Jette, Karen D.

Dobb, Linda S.

SASS Management Practices and SASS Program Committees (LAMA News), **12:** 118

Dole, Wanda V.

[IFLA] Section on Statistics Standing Committee (LAMA News), **12:** 113–14

E

Editor's Keyboard, **12:** 3, 63, 128, *187*

EMPLOYEE MORALE

How Can Something That Sounds So Good Make Me Feel So Bad?, **12:** 7–14

Manager's Bookshelf: Employee Morale, **12:** 39–43

EMPLOYEE ORIENTATION

Safeguarding Your Investment: Effective Orientation for New Employees, **12:** 156–58

Espresso and Ambiance: What Public Libraries Can Learn from Bookstores, **12:** 200–211

F

FILTERING

Statement on Library Use of Filtering Issued by the ALA Intellectual Freedom Committee (LAMA News), **12:** 51–53

FINANCE

Small Change: A Column about Finance and Accounting in Libraries, **12:** 91–93, 166–68, 226–29

FRIENDS OF THE LIBRARY

President's Column, **12:** 2–3

FUND-RAISING

Changing Trends in Library Fund Raising, **12:** 195–99

Fund-Raising and the Library Director: An Interview with Susan Kent, **12:** 129–31

How to Apply Fund-Raising Principles in a Competitive Environment, **12:** 94–103

President's Column, **12:** 2–3

Selected World Wide Web Sites for Library Grants and Fund-Raising, **12:** 64–71

When Fund-Raising Is Too Innovative: Part I Avoiding Unrelated Business Income, **12:** 26–32

When Fund-Raising Is Too Innovative: Part II: Protecting Your Tax-Exempt Status, **12:** 33–38

Fund-Raising and the Library Director: An Interview with Susan Kent, **12:** *129–31*

Fund-Raising for the Electronic Library (LAMA News), **12:** 44–45

G

Geiger, Sharon. *See* Ashar, Hanna

Genther, Marilyn

Education Committee Focus Group (LAMA News), **12:** 236

Education Committee (LAMA News), **12:** 115

Giesecke, Joan

Preparing Research for Publication, **12:** 134–37

GIFTS

Small Change: A Column about Finance and Accounting in Libraries, **12:** 91–93

Gornish, Stanley E.

How to Apply Fund-Raising Principles in a Competitive Environment, **12:** 94–103

Grimes, Doria

Governmental Affairs Committee (LAMA News), **12:** 236–37

H

Harrison, Mary M.

FRFDS Clearinghouse Committee (LAMA News), **12:** 117

Harwood, Richard L. *See* Osif, Bonnie A.

Hedrich, Anne. *See* Weingart, Sandra J.

Henriquez, Zena. *See* Curry, Ann

How Can Something That Sounds So Good Make Me Feel So Bad?, **12:** 7–14

How to Apply Fund-Raising Principles in a Competitive Environment, **12:** 94–103

H.W. Wilson Company Named Winner of LAMA President's Award (LAMA News), **12:** 178–79

I

IFLA

IFLA 2001 (LAMA News), **12:** 51

Section on Building and Equipment Standing Committee (LAMA News), **12:** 114

Section on Statistics Standing Committee (LAMA News), **12:** 113–14

Instructions to Authors, **12:** 79

Iowa Library Association LAMA Group Reports Program Success (LAMA News), **12:** 245–46

J

Jette, Karen D. and Clay-Edward Dixon

The Outsourced/Contingent Workforce: Abuse, Threat, or Blessing?, **12:** 220–25

Johnson, Eric W.

Fund-Raising and the Library Director: An Interview with Susan Kent, **12:** 129–31

Jones, Reinette F.

Cultural Diversity Grant Midyear Report (News Section), **12:** 175–76

K

Kemmis, Barbara

Changing Trends in Library Fund Raising, **12:** 195–99

KENT, SUSAN

Fund-Raising and the Library Director: An Interview with Susan Kent, **12:** 129–31

Kochan, Carol A. *See* Weingart, Sandra J.

Kratz, Charles E.

President's Column, **12:** 2–3, 62–63, 126–27

Kugler, Cheryl

Women Administrators Discussion Group (LAMA News), **12:** 238

Kyker, Penny

Selected World Wide Web Sites for Library Grants and Fund-Raising, **12:** 64–71

L

LaCroix, Michael

BES Functional Space Requirements Committee (LAMA News), **12:** 238–39

LAMA

President's Column, **12:** 186–87

LAMA ASSISTANTS-TO-THE-DIRECTOR DISCUSSION GROUP
Final Midwinter Wrap-Up (LAMA News), **12:** 183–84
LAMA Board of Directors
Key Actions of the LAMA Board of Directors at the Midwinter Meeting (LAMA News), **12:** 176–77
LAMA Buildings and Equipment Section (LAMA News), **12:** 238
Architecture for Public Libraries Committee (LAMA News), **12:** 45, 116
Executive Committee (LAMA News), **12:** 116
Functional Space Requirements Committee (LAMA News), **12:** 238–39
LAMA Establishes Moving Libraries Discussion Group (LAMA News), **12:** 183
Library Facilities Planning Discussion Group Final Midwinter Wrap-Up (LAMA News), **12:** 184
Library Interiors, Furnishings and Equipment Committee (LAMA News), **12:** 239
Moving Libraries Discussion Group (LAMA News), **12:** 240
Publications Committee (LAMA News), **12:** 239
Safety and Security of Libraries Committee (LAMA News), **12:** 239–40
LAMA COMMITTEES
Virtual Membership Option for LAMA Committees Approved by Board (LAMA News), **12:** 177
LAMA Councilor's Report (LAMA News), **12:** 235
LAMA Cultural Diversity Committee (LAMA News), **12:** 114–15
LAMA DIVERSITY OFFICERS DISCUSSION GROUP
Electronic Discussion List Highlights Diversity Issues (LAMA News), **12:** 178
LAMA Education Committee (LAMA News), **12:** 115
Focus Group (LAMA News), **12:** 236
A Virtual Interview with LAMA's Education Committee, **12:** 72–78
LAMA ENDOWMENT
President's Column, **12:** 62–63
LAMA FUND-RAISING AND FINANCIAL DEVELOPMENT SECTION
Clearinghouse Committee (LAMA News), **12:** 117
Fund-Raising for the Electronic Library (LAMA News), **12:** 44–45
LAMA Governmental Affairs Committee (LAMA News), **12:** 236–37
LAMA INSTITUTES, **12:** 237–38
"Customer Service Excellence" To Be Presented in North Carolina (LAMA News), **12:** 45–47
"Customer Service Excellence" to Be Presented in St. Louis and Philadelphia (LAMA News), **12:** 177–78
LAMA Institute on Staffing Issues to be PLA Preconference (LAMA News), **12:** 46
"Managing Educational Services" Is Topic of New LAMA Institute (LAMA News), **12:** 177
"Understanding Power and Influence" Topic of New LAMA Institute (LAMA News), **12:** 46–47
LAMA Leadership Development Program (LAMA News), **12:** 114
LAMA Library Consultants Directory 1998, after **12:** 216
LAMA LIBRARY ORGANIZATION AND MANAGEMENT SECTION
Financial Management Committee (LAMA News), **12:** 117
Fiscal and Business Officers Discussion Group (LAMA News), **12:** 240–41
Planning and Evaluation of Library Services Committee (LAMA News), **12:** 117, 240
LAMA MIDDLE MANAGEMENT DISCUSSION GROUP
More from San Francisco: Performance Review Part I: Bridging the Diversity Gap (LAMA News), **12:** 44
LAMA National Institute Planning Committee (LAMA News), **12:** 237
LAMA News Section, **12:** 44–53, 110–24, 175–84, 235–47
LAMA Personnel Administration Section (LAMA News), **12:** 241–42
Economic Status and Staff Welfare Committee (LAMA News), **12:** 242
Staff Development Committee (LAMA News), **12:** 117
LAMA PUBLIC RELATIONS SECTION
Publications Committee Studies Copyright and Trademark Issues in New Orleans (LAMA News), **12:** 118
Swap and Shop Announces Best of Show Winners (LAMA News), **12:** 47
LAMA Special Conferences and Programs Committee (LAMA News), **12:** 237–38
LAMA STATISTICS SECTION
Data Collection for Library Managers Committee (LAMA News), **12:** 243–44
Executive Committee (LAMA News), **12:** 118–19
Using Statistics For Library Presentations and Communications Committee (LAMA News), **12:** 119
LAMA Strategic Plan for 1995-99 (LAMA News), **12:** 110–12
LAMA SYSTEMS AND SERVICES SECTION
Circulation/Access Services Committee (LAMA News), **12:** 118
Management Practices and SASS Program Committes (LAMA News), **12:** 118
Preconference Report (LAMA News), **12:** 242–43
Publications Committee (LAMA News), **12:** 118
LAMA Task Force on Virtual Membership (LAMA News), **12:** 238
LAMA Task Force on Virtual Membership Proposes Pilot Project (LAMA News), **12:** 115–16
Virtual Membership Option for LAMA Committees Approved by Board (LAMA News), **12:** 177
LAMA Women Administrators Discussion Group (LAMA News), **12:** 238
Final Midwinter Wrap-Up (LAMA News), **12:** 184
LAMA/PLA/ASCLA Certification of Public Library Administrators Committee (LAMA News), **12:** 235–36
LATVIA
President's Column, **12:** 126–27
Lauffer, Donna
BES Architecture for Public Libraries Committee (LAMA News), **12:** 45, 116
Lavagnino, Merri Beth
And on the Eighth Day . . . Creating a Library Systems Office in the Late 1990s, **12:** 213–19
Lawson, Mollie
BES Safety and Security of Libraries Committee (LAMA News), **12:** 239–40
LEADERSHIP
How Can Something That Sounds So Good Make Me Feel So Bad?, **12:** 7–14
Manager's Bookshelf: Leadership Revisited, **12:** 230–34
Leonard, Barbara
SASS Preconference Report (LAMA News), **12:** 242–43
Lessons for Libraries from a Self-Managing Team: The Orpheus Chamber Orchestra Experience, **12:** 142–46
Librarians as University Technology Leaders: An Interview with William Crowe and Ellen Waite, **12:** 188–94
LIBRARY BUILDINGS
BES Architecture for Public Libraries (LAMA News), **12:** 45

Espresso and Ambiance: What Public Libraries Can Learn from Bookstores, **12:** 200–211

Planning Public Libraries: The Views of Architects and Librarians, **12:** 80–90

LIBRARY SYSTEMS

And on the Eighth Day . . . Creating a Library Systems Office in the Late 1990s, **12:** 213–19

LOUISIANA STATE UNIVERSITY

Outsourcing at LSU: An Interview with Stanley Wilder, **12:** 4–6

Lubans, John, Jr.

How Can Something That Sounds So Good Make Me Feel So Bad?, **12:** 7–14

Lessons for Libraries from a Self-Managing Team: The Orpheus Chamber Orchestra Experience, **12:** 142–46

M

MALCOLM BALDRIGE NATIONAL QUALITY AWARD

Using the Baldrige Criteria to Assess Quality in Libraries, **12:** 147–55

Manager's Bookshelf: Americans with Disabilities Act, **12:** 169–74

Manager's Bookshelf: Copyright, **12:** 104–9

Manager's Bookshelf: Employee Morale, **12:** 39–43

Manager's Bookshelf: Leadership Revisited, **12:** 230–34

"Managing Educational Services" Is Topic of New LAMA Institute (LAMA News), **12:** 177

Marcum, James W.

Outsourcing in Libraries: Tactic, Strategy, or "Meta-Strategy"?, **12:** 15–25

Miese, Cathy

Task Force on Virtual Membership (LAMA News), **12:** 238

Mitchell, W. Bede

Publications Committee (LAMA News), **12:** 118

More from San Francisco: Performance Review Part I: Bridging the Diversity Gap (LAMA News), **12:** 44

N

NATIONAL LIBRARY POWER PROGRAM

School Libraries/Power Programs (LAMA News), **12:** 51

NEAL, JAMES G.

James G. Neal Named 1997 ACRL Academic/Research Librarian of the Year (LAMA News), **12:** 47–48

NON-PROFIT ORGANIZATIONS

When Fund-Raising Is Too Innovative: Part I Avoiding Unrelated Business Income, **12:** 26–32

When Fund-Raising Is Too Innovative: Part II: Protecting Your Tax-Exempt Status, **12:** 33–38

O

ORAL PRESENTATION

Transforming an Oral Presentation for Publication, **12:** 138–41

ORPHEUS CHAMBER ORCHESTRA

Lessons for Libraries from a Self-Managing Team: The Orpheus Chamber Orchestra Experience, **12:** 142–46

Osif, Bonnie A. and Richard L. Harwood

Manager's Bookshelf: Americans with Disabilities Act, **12:** 169–74

Manager's Bookshelf: Copyright, **12:** 104–9

Manager's Bookshelf: Employee Morale, **12:** 39–43

Manager's Bookshelf: Leadership Revisited, **12:** 230–34

The Outsourced/Contingent Workforce: Abuse, Threat, or Blessing?, **12:** 220–25

OUTSOURCING

The Outsourced/Contingent Workforce: Abuse, Threat, or Blessing?, **12:** 220–25

Outsourcing at LSU: An Interview with Stanley Wilder, **12:** 4–6

Outsourcing in Libraries: Tactic, Strategy, or "Meta-Strategy"?, **12:** 15–25

Outsourcing at LSU: An Interview with Stanley Wilder, **12:** 4–6

Outsourcing in Libraries: Tactic, Strategy, or "Meta-Strategy"?, **12:** 15–25

P

PERFORMANCE EVALUATION

More from San Francisco: Performance Review Part I: Bridging the Diversity Gap (LAMA News), **12:** 44

Using Performance Measurement to Evaluate Teams and Organizational Effectiveness, **12:** 159–65

PERSONNEL

How Can Something That Sounds So Good Make Me Feel So Bad?, **12:** 7–14

Manager's Bookshelf: Employee Morale, **12:** 39–43

The Outsourced/Contingent Workforce: Abuse, Threat, or Blessing?, **12:** 220–25

Safeguarding Your Investment: Effective Orientation for New Employees, **12:** 156–58

Using Performance Measurement to Evaluate Teams and Organizational Effectiveness, **12:** 159–65

Planning Public Libraries: The Views of Architects and Librarians, **12:** 80–90

Preece, Barbara G.

Editor's Keyboard, **12:** 3, 63, 128, 187

Preparing Research for Publication, **12:** 134–37

President's Column, **12:** 2–3, 62–63, 126–27, 186–87

PUBLIC LIBRARIES

Espresso and Ambiance: What Public Libraries Can Learn from Bookstores, **12:** 200–211

Planning Public Libraries: The Views of Architects and Librarians, **12:** 80–90

PUBLICATION

Preparing Research for Publication, **12:** 134–37

Transforming an Oral Presentation for Publication, **12:** 138–41

Q

QUALITY

Using the Baldrige Criteria to Assess Quality in Libraries, **12:** 147–55

R

Ragsdale, Kate

LAMA Leadership Development Program (LAMA News), **12:** 114

Ralph, Susan

Fund-Raising for the Electronic Library (LAMA News), **12:** 44–45

Reid, Marion T.

Buildings and Equipment Section Executive Committee (LAMA News), **12:** 116

Buildings and Equipment Section (LAMA News), **12:** 238

National Institute Planning Committee (LAMA News), **12:** 237

RESEARCH

Preparing Research for Publication, **12:** 134–37

Rohlf, Robert H.

LAMA/PLA/ASCLA Certification of Public Library Administrators Committee (LAMA News), **12:** 235–36

Russell, Carrie

Using Performance Measurement to Evaluate Teams and Organizational Effectiveness, **12:** 159–65

S

Safeguarding Your Investment: Effective Orientation for New Employees, **12:** 156–58

Sannwald, William

Espresso and Ambiance: What Public Libraries Can Learn from Bookstores, **12:** 200–211

Seale, Colleen

LAMA Using Statistics For Library Presentations and Communications Committee (LAMA News), **12:** 119

Selected World Wide Web Sites for Library Grants and Fund-Raising, **12:** 64–71

Shontz, David
SASS Circulation/Access Services Committee (LAMA News), **12:** 118

Small Change: A Column about Finance and Accounting in Libraries, **12:** 91–93

Small Change: Allocating Costs: Is It a Program Worth Keeping?, **12:** 166–68

Small Change: Assets and Depreciation: Or, Only an Accountant Would Claim Books Lose Value, **12:** 226–29

Snyder, Herbert
Small Change: A Column about Finance and Accounting in Libraries, **12:** 91–93

Small Change: Allocating Costs: Is It a Program Worth Keeping?, **12:** 166–68

Small Change: Assets and Depreciation: Or, Only an Accountant Would Claim Books Lose Value, **12:** 226–29

When Fund-Raising Is Too Innovative: Part I Avoiding Unrelated Business Income, **12:** 26–32

When Fund-Raising Is Too Innovative: Part II: Protecting Your Tax-Exempt Status, **12:** 33–38

Special Section: Write On!, **12:** 132–41

STAFF. *See* PERSONNEL

Stambaugh, Laine
PAS Economic Status and Staff Welfare Committee (LAMA News), **12:** 242

Starratt, Jay
Librarians as University Technology Leaders: An Interview with William Crowe and Ellen Waite, **12:** 188–94

SURVEY FORMS
Using the Baldrige Criteria to Assess Quality in Libraries, **12:** 147–55

T

TEAMS
Using Performance Measurement to Evaluate Teams and Organizational Effectiveness, **12:** 159–65

TECHNOLOGY
And on the Eighth Day . . . Creating a Library Systems Office in the Late 1990s, **12:** 213–19

Librarians as University Technology Leaders: An Interview with William Crowe and Ellen Waite, **12:** 188–94

Theeke, Tina
Statistics Section Executive Committee (LAMA News), **12:** 118–19

Thomas, Mary Augusta
LOMS Fiscal and Business Officers Discussion Group (LAMA News), **12:** 240–41

Thornton, Joyce K.
Cultural Diversity Committee (LAMA News), **12:** 114–15

Titus, Elizabeth and Sharon Tonner
BES Library Interiors, Furnishings and Equipment Committee (LAMA News), **12:** 239

Tonner, Sharon. *See* Titus, Elizabeth

Tramdack, Philip J.
A Virtual Interview with LAMA's Education Committee, **12:** 72–78

Transforming an Oral Presentation for Publication, **12:** 138–41

U

UNIVERSITY OF ARIZONA LIBRARIES
Using Performance Measurement to Evaluate Teams and Organizational Effectiveness, **12:** 159–65

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN
And on the Eighth Day . . . Creating a Library Systems Office in the Late 1990s, **12:** 213–19

Using Performance Measurement to Evaluate Teams and Organizational Effectiveness, **12:** 159–65

Using the Baldrige Criteria to Assess Quality in Libraries, **12:** 147–55

V

A Virtual Interview with LAMA's Education Committee, **12:** 72–78

Virtual Membership Option for LAMA Committees Approved by Board (LAMA News), **12:** 177

W

WAITE, ELLEN
Librarians as University Technology Leaders: An Interview with William Crowe and Ellen Waite, **12:** 188–94

Warren, C. David
Section on Building and Equipment Standing Committee (LAMA News), **12:** 114

WEB SITES
Selected World Wide Web Sites for Library Grants and Fund-Raising, **12:** 64–71

Weingart, Sandra J., Carol A. Kochan, and Anne Hedrich
Safeguarding Your Investment: Effective Orientation for New Employees, **12:** 156–58

When Fund-Raising Is Too Innovative: Part I Avoiding Unrelated Business Income, **12:** 26–32

When Fund-Raising Is Too Innovative: Part II: Protecting Your Tax-Exempt Status, **12:** 33–38

WILDER, STANLEY
Outsourcing at LSU: An Interview with Stanley Wilder, **12:** 4–6

WILDING, THOMAS L.
Thomas L. Wilding Elected President of LAMA for 1998-99 (LAMA News), **12:** 46

Wilding, Thomas L.
President's Column, **12:** 186–87